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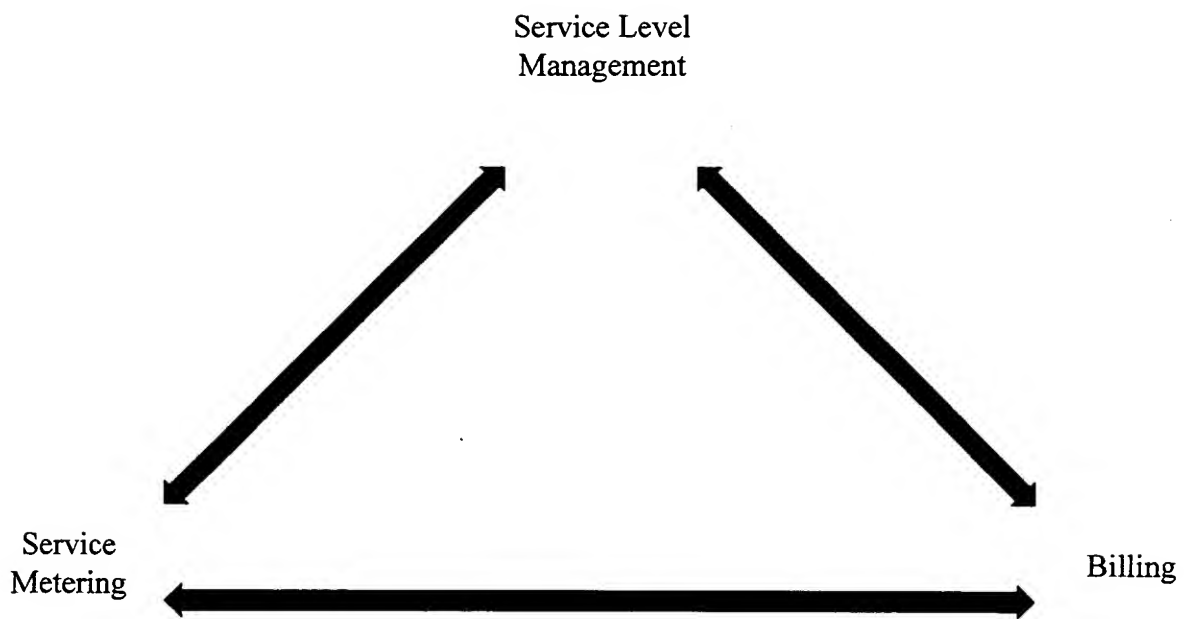
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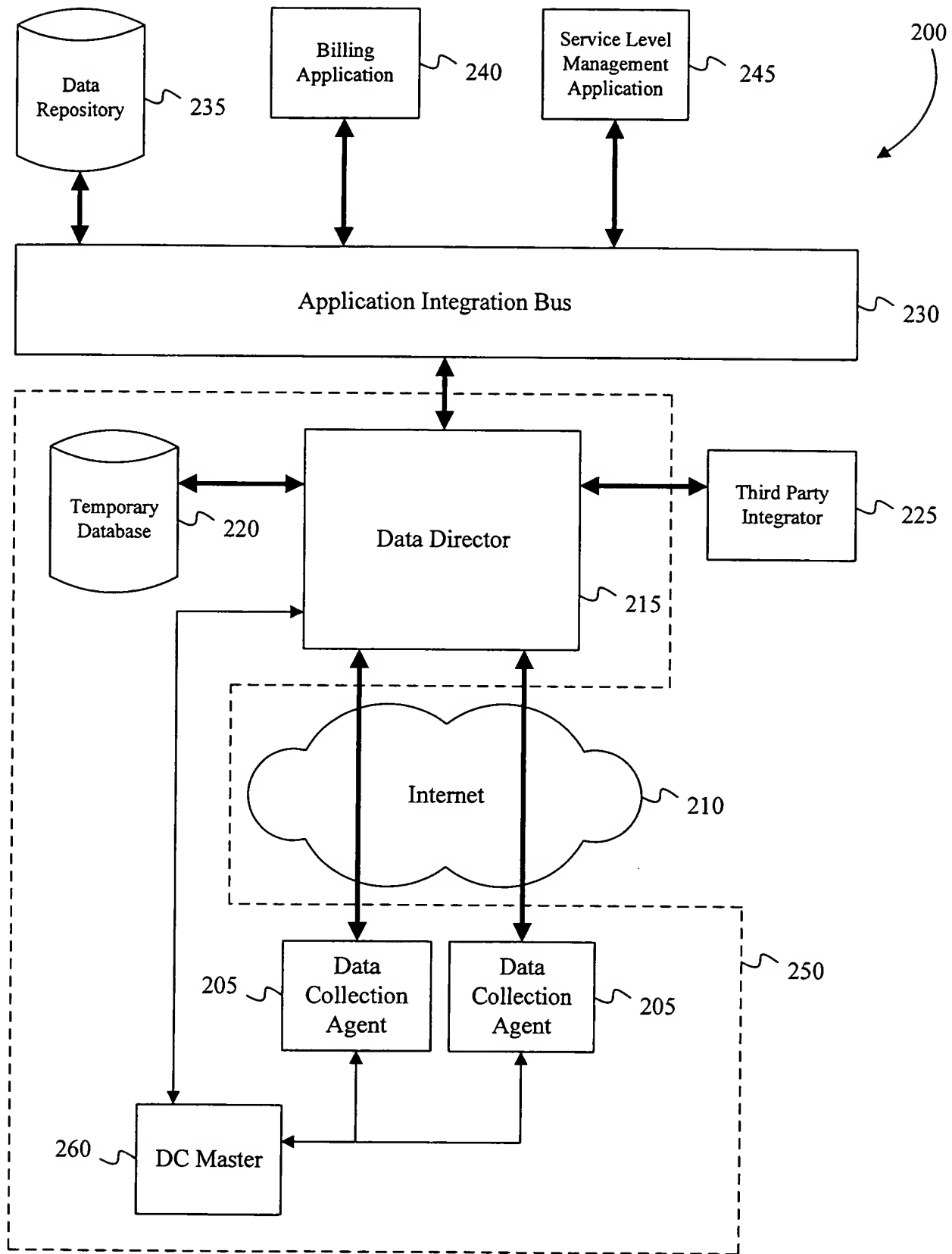
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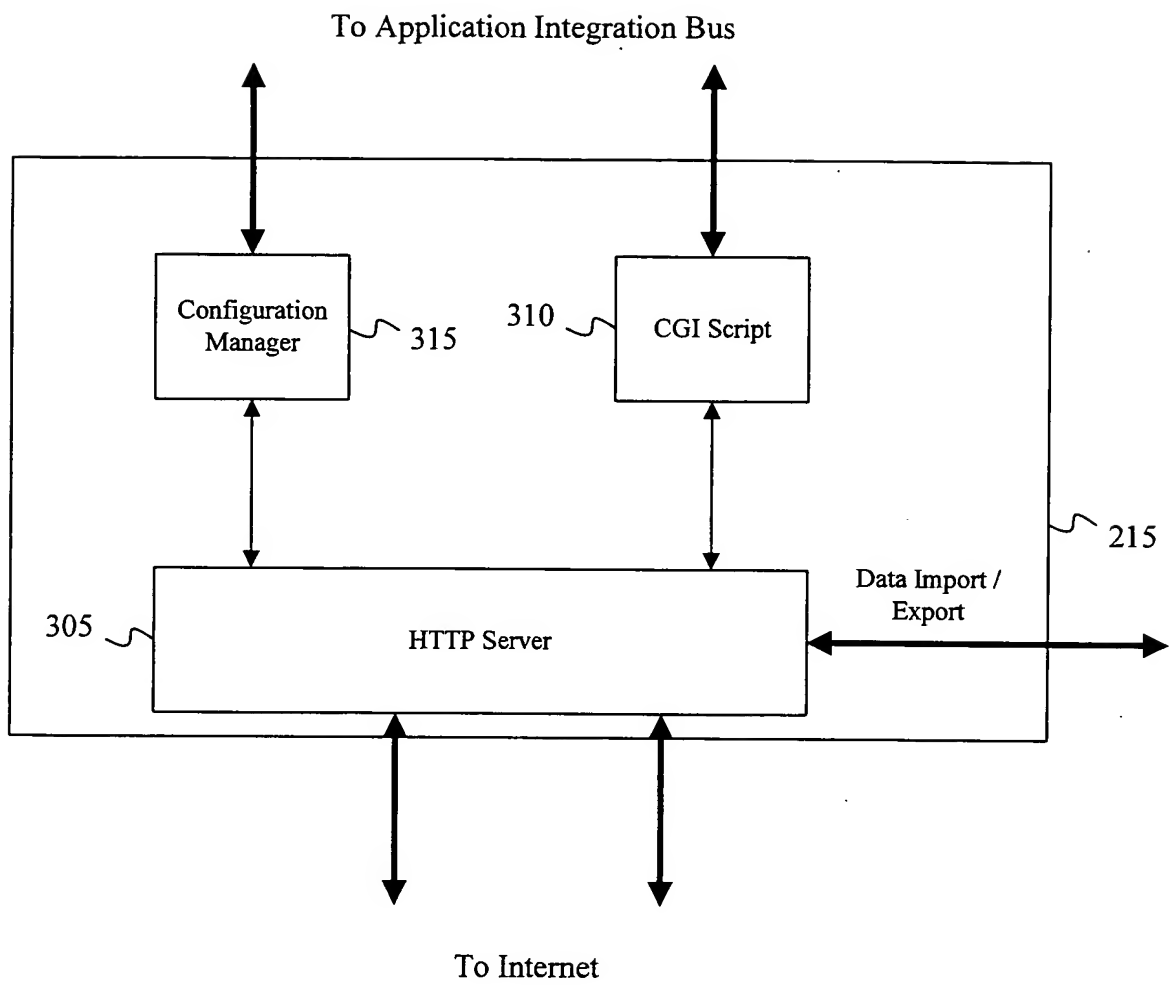
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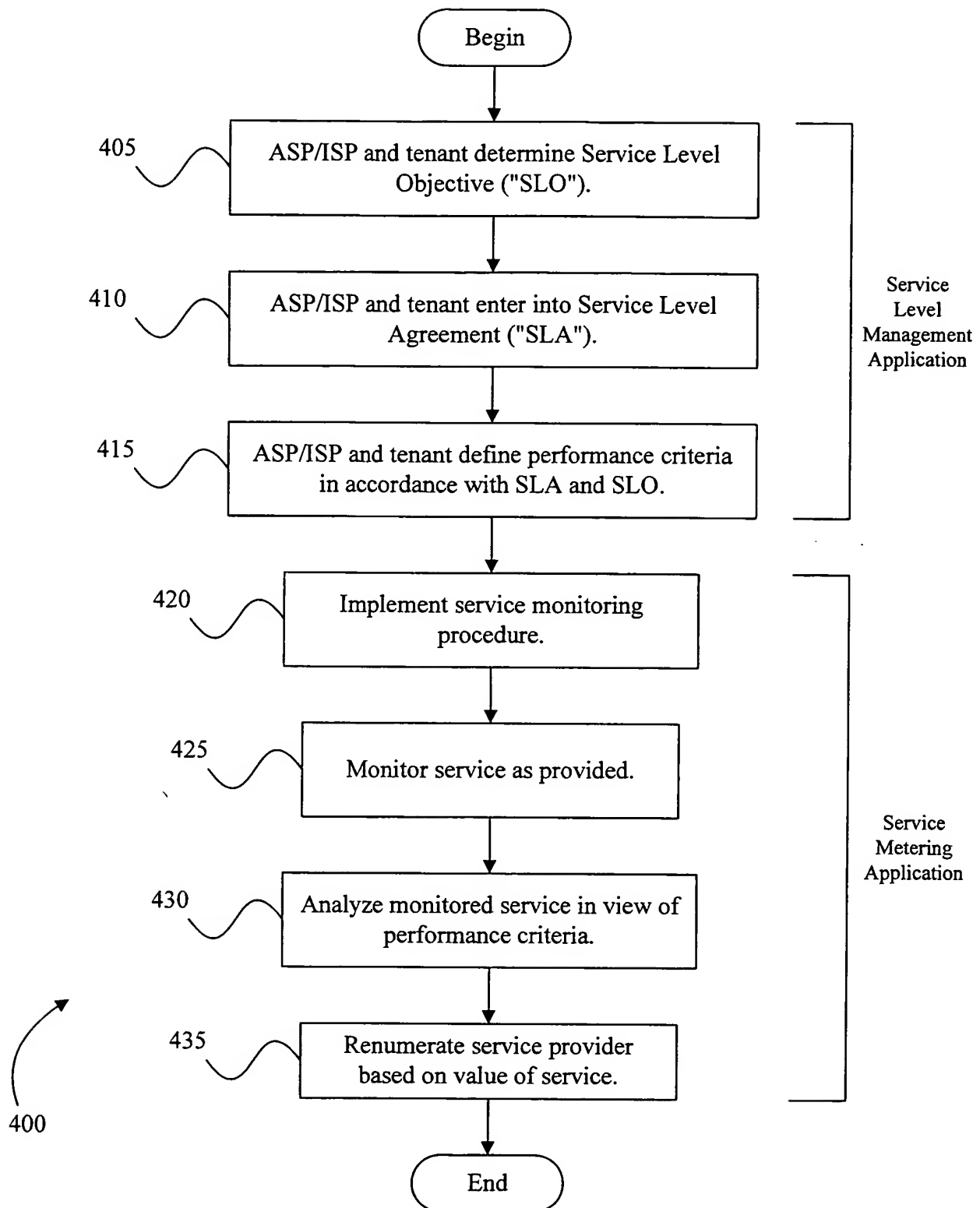
**Figure 1**



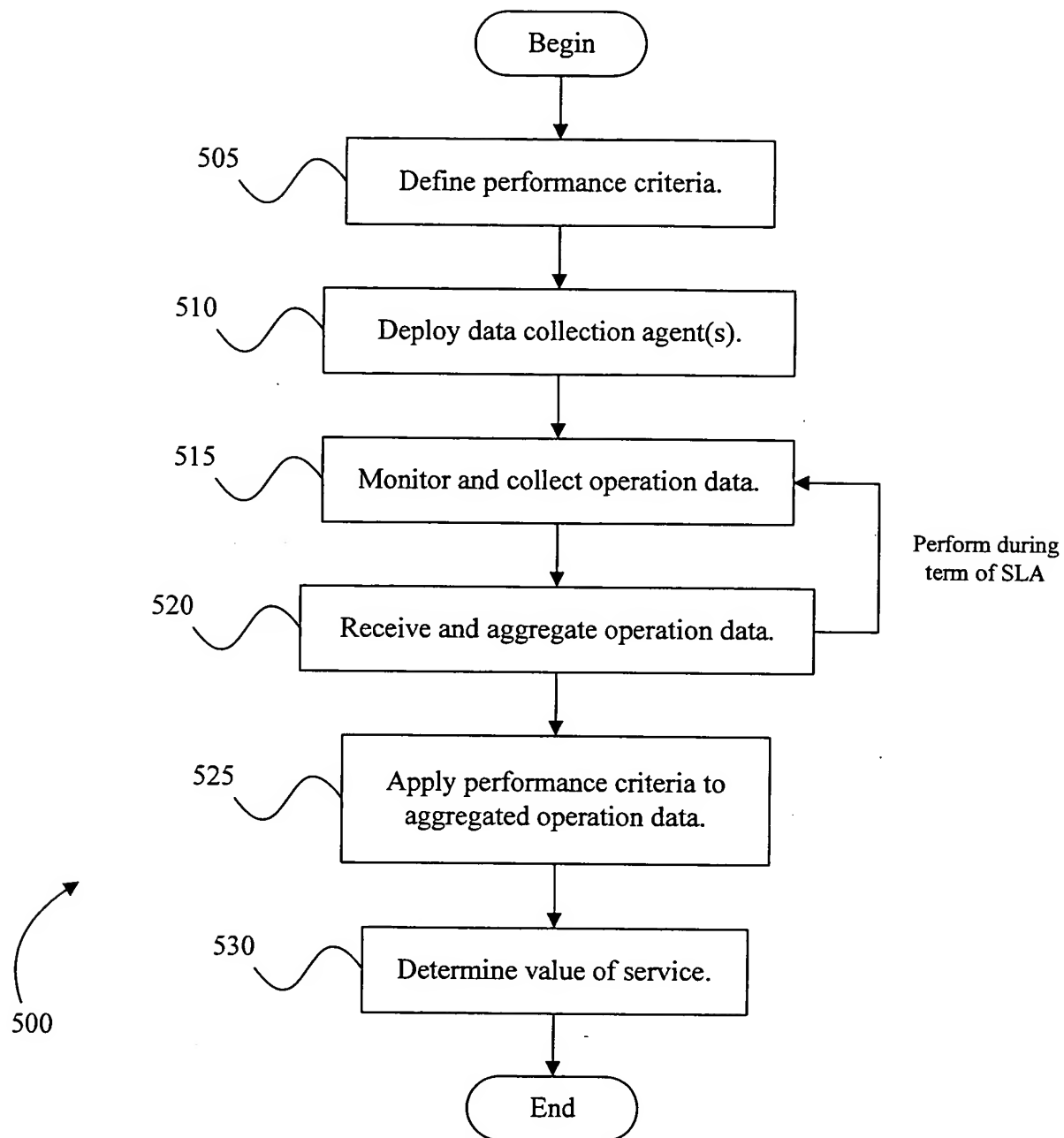
**Figure 2**



**Figure 3**



**Figure 4**



**Figure 5**

- A. User View
  - 1. Contract
    - a) Order SLA Package
    - b) Review contract
    - c) Renew contract
    - d) Cancel contract
  - 2. User Group Admin
    - a) Add
    - b) Drop
    - c) Modify
    - d) Search
    - e) List
    - f) Import List
- B. ASP Administrator View
  - 1. User Management
    - a) Add
    - b) Drop
    - c) Change passwd
    - d) Assign user right
  - 2. User Group Admin (Define User Group Membership)
    - a) Add
    - b) Drop
    - c) Modify
    - d) List
    - e) Search
    - f) Import List
  - 3. Define User Group
    - a) Add
    - b) Drop
    - c) Modify
    - d) List
    - e) Search
- C. Asset Management
  - 1. Asset Accounting
    - a) Discover
    - b) Add
    - c) Drop
    - d) Modify
    - e) List
  - 2. User to Asset grouping
    - a) Assign
    - b) Reassign
    - c) Move
- D. SLA Subscription Management
  - 1. By Application
    - a) List all users on one metering package
    - b) Assign/Reassign
  - 2. By System
    - a) List all users on one system
    - b) Assign/Reassign
- E. Contract
  - 1. Define Contract Template
  - 2. Print Contract
  - 3. Add/Drop/Modify/List/Search Contract
- F. SLA/SLO Packaging
  - 1. Define Service package from SLO
  - 2. Browser offering catalog
- G. SLO Metrics
  - 1. Define SLO from metrics out of metering package
  - 2. Drop SLO
  - 3. Change SLO
  - 4. List SLO's
- H. Metering Packaging
  - 1. Install/Remove Packages
  - 2. Browser metering catalog
- I. System
  - 1. Schedule Outage
  - 2. Emergence break
  - 3. System Broadcast message
  - 4. View SLA System usage
  - 5. View logs
  - 6. Start/Stop/Status SLA system components

**Figure 6**

Welcome spadmin!

Administration

Catalog Builder

Define Offerings

Define Rate Plans

Define SLA Package

SLA Management

SLO Rule Administration

Service Metering

Billing Management

Tenant and Account

User Management

Applications Management

Rule Management

Resource Assignment

Personalization

Reports

Search

Messages

My Applications

Help

Logout

# Retail Banking

Contract: 20232089 Contract Period: 6/1/2001 to 7/31/2002 Report Interval: Monthly

Service Level Objectives included in this package are:		SLA Package: Sales Contract Management Gold	
Start Time:	Sunday 00:00	Monday 00:00	Tuesday 00:00
End Time:	23:59	23:59	23:59
Start Time:	Wednesday 00:00	Thursday 00:00	Friday 00:00
End Time:	23:59	23:59	23:59
Start Time:	Saturday 00:00		
End Time:	23:59		

- The application availability must be greater than 99 % for the duration of the contract period.
- The application transaction time must not exceed 300 seconds.
- The application transaction failure volume should be less than 02% for the duration of the contract period.

Service Level Objectives included in this package are:		SLA Package: Storage Gold	
Start Time:	Sunday 00:00	Monday 00:00	Tuesday 00:00
End Time:	23:59	23:59	23:59
Start Time:	Wednesday 00:00	Thursday 00:00	Friday 00:00
End Time:	23:59	23:59	23:59
Start Time:	Saturday 00:00		
End Time:	23:59		

- The used storage space should be less than 20 M Byte for the duration of the contract period.
- The mean time between backups(starts) must be less than 1 day for the duration of the contract period.
- The backup downtime must not exceed 1 hour for the duration of the contract period.
- The restore time must not exceed 1 hour for the duration of the contract period.

Service Level Objectives included in this package are:		SLA Package: Operation and Support Gold	
Start Time:	Sunday 00:00	Monday 00:00	Tuesday 00:00
End Time:	23:59	23:59	23:59
Start Time:	Wednesday 00:00	Thursday 00:00	Friday 00:00
End Time:	23:59	23:59	23:59
Start Time:	Saturday 00:00		
End Time:	23:59		

- The Response time for emergency issue(s1) must be less than 1 hour.
- The Response time for a issue(s2) must be less than 3 hours.
- The Response time for a issue(s3) must be less than 3 hours.
- The Response time for a issue(s4) must be less than 1 day.
- The Resolution time for a issue(s1) must be less than 3 hours.
- The Resolution time for a issue(s2) must be less than 1 day.
- The Resolution time for a issue(s3) must be less than 3 days.
- The Resolution time for a issue(s4) must be less than 3 days.
- An update notification task must be created every 30 seconds in a month interval until the incident is resolved.
- An outage ticket should not remain open for more than 1 day in a month interval.
- An initial notification task must be created within 30 seconds of the creation incident ticket in a month interval.
- A closure notification task must be created within 60 seconds of incident resolution in a month interval.

Figure 7

Return to SLA Contracts Provision Contracts



File Edit View Favorites Tools Help

Back Forward Stop Search Home Favorites History

Address

Links »

Go

Welcome spadmin!

- Administration
- Catalog Builder
- SLA Management
- Service Metering
- Billing Management
- Tenant and Account
- User Management
- Applications Management
- Rule Management
- Resource Assignment
- Personalization
- Reports
- Search
- Messages
- My Applications
- Help
- Logout



# SP Operation

Tenant Profile Accounts Billing Info Subscriptions Statements SLA Contracts

Select Account iTouch Inc.:Sales

Invoice Date	Statement Number	Due Date	Amount Due
06/07/2001	iTouch Inc.:Sales:10002	06/22/2001	\$ 153.40

## Item Summary

Charges	Description
06/07/2001	Catalog - iPlanet Calendar
	iPlanet Calendar SLA
	SLA Package
	iPlanet Calendar Pricing
	Setup Fee
	Charge Per Transaction
	Planet Calendar Gold SLA
	Free Setup
	25 Cents Per Transaction
	294.00 x \$0.25/Transaction

FIGURE 8

## Catalog - Messaging Services - Basic Offering

05/23/2001	Messaging Service SLA	
	Intermail Bronze SLA	
	Messaging Services Pricing	
	Setup Charge	\$59.95
06/07/2001	Monthly Charge	\$39.95, 15 days @
		1.00 x \$59.95/Setup
		1.00 x \$39.95/Monthly

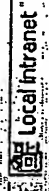
## Adjustments

Date	Description	Amount
06/07/2001	iPlanet Calendar violation credits	4.00 x -\$5.00
	1 - 9 violations, \$5.00 per violation	

## Payments

No payments for this statement

Remaining Balance: \$1



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